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236232



Judith A. Riley

5909 N.W. Expressway, Suite 101
Oklahoma City, OK 73132

April 16, 2012

VIA UPS Express Delivery

Public Service Commission of South Carolina
Saluda Building
101 Executive Center Drive
Columbia, SC 29210
(803) 896-5125

RE: Service Quality Report – 1st Quarter 2012 (ending March 31, 2012)

Please find the SCPSC Quarterly Service Quality Report for **EveryCall Communications, Inc.**, enclosed.

If you need further information, or if you have questions, please contact me at (405) 755-8177 ext. 25, or by email at mdean@telecompliance.net

Sincerely,

A handwritten signature in black ink that reads "Matt Dean".

Matt Dean
Regulatory Agent

RECEIVED

PSC SC
MAIL / DMS

SCPSC CLEC – QUARTERLY SERVICE QUALITY REPORT

SOUTH CAROLINA OPERATIONS

COMPANY NAME EveryCall Communications, Inc.
QUARTER / YEAR 1st / 2012

Month:	JAN	FEB	MAR
Number of Customer Access Lines	<u>218</u>	<u>208</u>	<u>199</u>
Trouble Reports / Access Line (%)	<u>4.0%</u>	<u>1.0%</u>	<u>2.0%</u>
Customer Out of Service Clearing Times (%)	<u>89%</u>	<u>91%</u>	<u>90%</u>
New Installs Completed w/in 5 Days (%)	<u>0%</u>	<u>0%</u>	<u>0%</u>
Commitments Fulfilled (%)	<u>0%</u>	<u>0%</u>	<u>0%</u>

Comments / Explanations: We had no orders for service in the 4th quarter;
therefore no installations, which explains the 0% for the last two items.

Person Making Report / Contact Information: Jon Seger
225-252-3332 / seger@everycall.com